

INFORMATION
-------------

**AGENDA ITEM:** CLSA System Reference

**GENERAL OVERALL PROGRAM UPDATES:**

CURRENT STATUS: The CLSA System Reference Program supports regional reference services in all 15 CLSA Cooperative Public Library Systems. Three major component services are required under the provisions of the Code of California Regulations Section 20154. These services components are:

- a) general improvement of local reference service;
- b) improvement of reference service to the underserved; and,
- c) interlibrary reference.

For the interlibrary reference component the State Board has established statewide uniform performance objectives in Code of California Regulations Section 20157(b), as follows:

- 1. Answers shall be provided for 90% of all questions referred from member libraries.
- 2. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the System's reference referral structure.

The setting of performance objectives is also required for the other two service components of the System Reference Program. However, these performance objectives are set individually by each System and are reported upon in their Annual Plans of Service.

A policy adopted by the Board in August 1985 authorized the charging of System administrative indirect costs against the CLSA System Reference, System Communication & Delivery and System Advisory Board Program allocations, whereby up to 25% of each service program baseline may be used for System Planning, Coordination & Evaluation (PC&E).

The Governor's proposed budget for 2002/03, as introduced in January, is identical to the current year appropriation.

TRANSITION PROCESS: Staff requests guidance from the Library of California Board in preparing a plan for the transition of this program and its funding to the Library of California for Board consideration, including when to stop requesting additional funds for the CLSA budget. The System Reference Program supports three separate components of reference service (general improvement of local reference, improvement of reference services to the underserved, and interlibrary reference). It appears that funding for the CLSA System Reference Program supports objectives included in the stated intent of the Information and Referral services (Reference) and Training and Continuing Education mandatory program elements of the Library of

California. Although not a requirement, each Regional Library Network may apply to the LoC Board for funds to support underserved programs on a region-wide basis. These program elements would be the most likely target areas for transitioning this particular CLSA program into the multitype network of the Library of California.

**RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:** Summary of System Plans of Service (August).

Relevant Committee: Access Services  
Staff Liaison: Sandy Habbestad